

WHAT IS CLAIMED IS:

1. A dialog control system, comprising:

an input part for interpreting input information input by a user;
5 a dialog agent for responding to the input information; and
a dialog control part placed between the dialog agent and the input
part, for identifying a plurality of the dialog agents, transmitting the input
information to the dialog agent to request a response to the input information,
and transmitting a response from the dialog agent to an output part,
10 wherein, when the input information is input, the dialog control part
inquires about processable information with respect to the plurality of dialog
agents, stores the processable information, matches the input information
with the processable information, selects the dialog agent capable of
processing the input information, and transmits the input information to the
15 selected dialog agent to receive a response thereto.

2. The dialog control system according to claim 1, wherein the dialog control
part previously stores identification information of the dialog agents and
selection priority of the dialog agents so that the identification information is
20 associated with the selection priority, refers to the dialog agents in a
decreasing order of the selection priority when referring to the input
information and the processable information, and transmits the input
information to the first selected dialog agent to request a response to the
input information.

25 3. The dialog control system according to claim 2, wherein the dialog control
part accumulates identification information of the dialog agent selected as a
transmission destination of the input information, refers to the first stored
dialog agent when selecting the subsequent dialog agent, in a case where the
30 stored dialog agent is capable of processing the input information, transmits
the input information to the stored dialog agent to request a response to the
input information, and in a case where the stored dialog agent is not capable

of processing the input information, refers to the dialog agents in a decreasing order of the selection priority.

4. The dialog control system according to claim 2, wherein the selection
5 priority of the dialog agent is automatically updated in accordance with a use frequency.

5. The dialog control system according to claim 3, wherein the selection
10 priority of the dialog agent is automatically updated in accordance with a use frequency.

6. The dialog control system according to claim 2, wherein, in the dialog
control part, the control agents to be referred to are narrowed in accordance
with contents of the input information, and the narrowed dialog agents are
15 referred to in a decreasing order of the selection priority.

7. The dialog control system according to claim 3, wherein, in the dialog
control part, the control agents to be referred to are narrowed in accordance
with contents of the input information, and the narrowed dialog agents are
20 referred to in a decreasing order of the selection priority.

8. The dialog control system according to claim 4, wherein, in the dialog
control part, the control agents to be referred to are narrowed in accordance
with contents of the input information, and the narrowed dialog agents are
25 referred to in a decreasing order of the selection priority.

9. The dialog control system according to claim 1, wherein the dialog control
part stores the identification information of the dialog agent determined to be
available based on the processable information on a basis of the dialog agents,
30 and the dialog control part inquires about the processable information with
respect to only the dialog agent determined to be available.

10. The dialog control system according to claim 2, wherein the dialog control part includes a user information input part for inputting information for identifying a user, stores input information for identifying the user and information on a state using the dialog agent including the selection priority
5 on a user basis, and performs processing in accordance with the selection priority on a user basis.

11. The dialog control system according to claim 3, wherein the dialog control part includes a user information input part for inputting information for
10 identifying a user, stores input information for identifying the user and information on a state using the dialog agent including the selection priority on a user basis, and performs processing in accordance with the selection priority on a user basis.

12. The dialog control system according to claim 4, wherein the dialog control part includes a user information input part for inputting information for identifying a user, stores input information for identifying the user and information on a state using the dialog agent including the selection priority
15 on a user basis, and performs processing in accordance with the selection priority on a user basis.
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13. The dialog control system according to claim 5, wherein the dialog control part includes a user information input part for inputting information for identifying a user, stores input information for identifying the user and
25 information on a state using the dialog agent including the selection priority on a user basis, and performs processing in accordance with the selection priority on a user basis.

14. The dialog control system according to claim 6, wherein the dialog control part includes a user information input part for inputting information for
30 identifying a user, stores input information for identifying the user and information on a state using the dialog agent including the selection priority

on a user basis, and performs processing in accordance with the selection priority on a user basis.

15. A dialog control method, comprising:

5 inquiring about processable information with respect to a plurality of dialog agents making responses corresponding to input information, and storing obtained processable information;

 interpreting input information input by a user;

 matching the input information with the processable information,

10 selecting the dialog agent capable of processing the input information, and transmitting the input information to the selected dialog agent to request a response to the input information; and

 receiving the response from the dialog agent and outputting it.

15 16. A program product storing a program on a recording medium, the program allowing a computer to execute the operations of:

 inquiring about processable information with respect to a plurality of dialog agents making responses corresponding to input information, and storing obtained processable information;

20 interpreting input information input by a user;

 matching the input information with the processable information,

 selecting the dialog agent capable of processing the input information, and transmitting the input information to the selected dialog agent to request a response to the input information; and

25 receiving the response from the dialog agent and outputting it.